



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE: 713-371-1265

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBUILDDHOUSTON.ORG

DELINQUENT UTILITY BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400.

FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.

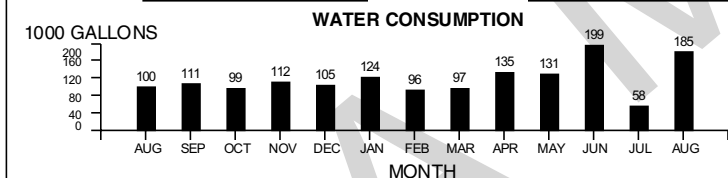
FOR WATER LEAKS, PLEASE CALL 311.

1 CD-0 WD-08

Account Number XXXX-XXXX-XXX4		Service Address Sample service address 101		Rate/Class MULTI FAMILY	Meter Size (Inches) 1.5
No. Units 20	Previous Reading 13138	Current Reading 13323	Gallons 185,000	Read Date 08/17/2011	
Payments Received		Adjustments		Current Charges	
Previously Billed Amount 0.00		Total Payments 0.00	Total Adjustments 0.00	Total Current Charges 0.00	Total Amount Due \$0.00
Billing Date		08/18/2011		Due Date	UPON RECEIPT
PAST DUE AMOUNT:				0.00	

ANNUAL DRAINAGE CHARGE: \$

ANNUAL : MONTHLY :



PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

AMOUNT AFTER 09/07/2011

\$0.00

Please remember to add your W.A.T.E.R. Fund pledge to the Total Amount Due.

If you have not pledged and would like to make a contribution to the W.A.T.E.R. Fund, check the box on the return portion of this bill below and include an extra dollar with your payment. Contributions can also be made online at www.houstonwaterbills.org

We would like to thank everyone who has made a pledge or contribution to the Fund.

Return this portion with payment. Write account number on all checks.
Payable to: CITY OF HOUSTON, WATER DEPARTMENT

\$1.00 Gift to W.A.T.E.R. Fund ☐

If you have received a drainage charge please note:
The drainage charge reflects a 1000 foot adjustment in impervious surface area that reduced the amount due.

TOTAL AMOUNT DUE:	\$0.00
Amount Paid:	
Due Date:	UPON RECEIPT
Amount After 09/07/2011	\$0.00

P01CDE123XXX



Mailing Name
Mailing Address1
Mailing Address2
Mailing Address3
Mailing City, ST 12345 6789

XXXXXXXXXXXX 0000000000 0000000000

P.O. Box 1560
Houston, TX 77251

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

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Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W.A.T.E.R. Fund; terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at www.houstonwaterbills.org for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.



For information on **Flood Awareness**, see pages 16-17 in the front of the November 2009 Houston AT&T Real Yellow Pages.®
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UTILITY BILL

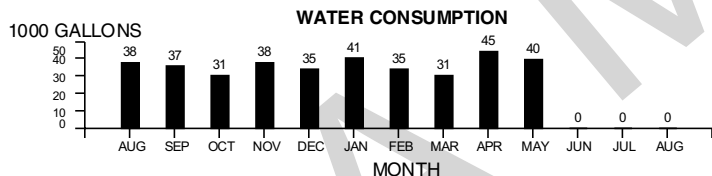
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FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.
FOR WATER LEAKS, PLEASE CALL 311.

2 CD-0 WD-10

Account Number		Service Address		Rate/Class	Meter Size (Inches)
XXXX-XXXX-XXX9		Sample service address 10		MULTI FAMILY	1.5
No. Units	Previous Reading	Current Reading		Gallons	Read Date
19	18459	18459		0	08/17/2011
Payments Received		Adjustments		Current Charges	
Previously Billed Amount	Total Payments	Total Adjustments	Total Current Charges	Total Amount Due	
0.00	0.00	0.00	0.00	\$0.00	
Billing Date		08/18/2011		Due Date	09/07/2011

ANNUAL DRAINAGE CHARGE: \$

ANNUAL : MONTHLY :



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AMOUNT AFTER 09/07/2011

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TOTAL AMOUNT DUE:

\$0.00

Amount Paid:

Due Date:

09/07/2011

Amount After 09/07/2011

\$0.00

P01CDE123XXX



Mailing Name

Mailing Address1

Mailing Address2

Mailing Address3

Mailing City, ST 12345 6789

XXXXXXXXXXXX 0000000000 0000000000

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Houston, TX 77251

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If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.



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TURN OFF NOTICE

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FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111.
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3 CD-0 WD-14

Account Number	Service Address	Rate/Class	Meter Size(Inches)
XXXX-XXXX-XXX1	Sample service address	RESIDENTIAL	5/8
Past Due Amount	Last Billed Amount	Total Amount Due	
0.00	0.00	\$0.00	
Billing Date	08/18/2011	Due Date	UPON RECEIPT
		Cut Date	08/10/2011

**YOUR ACCOUNT IS SERIOUSLY PAST DUE AND YOUR SERVICE IS SCHEDULED
TO BE DISCONNECTED.
PAYMENT IS DUE IMMEDIATELY.**

Unless you have been notified otherwise, payments using your checking account or credit card may be made through our automated telephone system at **713-371-1265** or on our website at www.houstonwaterbills.org. Cash payments and checks are accepted at local grocery stores.

If the past due amount has been paid, please pay the Last Billed Amount only. If you make a payment within 24 hours of the cut date, please call 713-371-1400 and provide us your payment receipt number.

If your service is turned off due to non-payment, your account will be reviewed for an additional security deposit and charged a reconnect fee. You must call 713-371-1400 to advise a representative of your payment and receipt number in order to restore service. Service may not be restored for up to two (2) business days after you have notified us that the account has been paid in full or payment arrangements have been made. To avoid this inconvenience, please pay your bill by the due date.

If you are a residential customer and you meet specific income criteria, you may qualify for temporary financial assistance through the W.A.T.E.R. Fund. For details call our Customer Contact Center at 713-371-1400.

If you wish to challenge the correctness of this bill, you must contact Water Customer Service within ten (10) days of the billing date by calling 713-371-1400, by writing to Water Customer Service, P.O. Box 4863, Houston, TX 77210-4863, or by emailing customer.service@houstontx.gov.

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